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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s) : Nora FEMENIA et al. Application: 09/711,578  
Filed : November 13, 2000 Confirmation: 7170  
Examiner : Pierre E. ELISCA Group Art Unit: 3621  
For : AUTOMATED CROSS-CULTURAL CONFLICT MANAGEMENT

AMENDMENT

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action mailed September 8, 2003, the time for responding  
having been extended by two months to Sunday, February 8, 2004, please amendment the above-  
identified application as follows:

RECEIVED  
FEB 1 8 2004  
GROUP 3600